

ALLIANCE CUSTOMER SERVICE CENTER



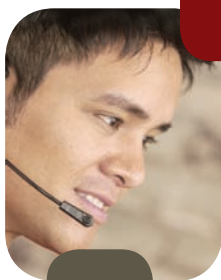
Where our calls make a difference.

In today's competitive environment, your customer is your most valuable asset. By optimizing your interactions and improving your relationships with your customers and prospects, you can improve customer loyalty, satisfaction and, ultimately, your business performance.



Alliance Customer Service Center (ACSC), a unit of Alliance Management Partners, LLC, helps companies meet and exceed their business goals by designing, developing and delivering customized outbound calling solutions. These solutions, suitable for companies in nearly any industry, deliver significant business value by enhancing communications and collecting important information you can apply directly to your business. By partnering with ACSC to manage your outbound calling campaigns, our specially trained customer service representatives become a seamless, cost-effective extension of your business to help you acquire, grow and retain customers.

Outbound Calling Solutions



Our Solutions

From customer acquisition to appointment setting and customized survey calls, ACSC offers a myriad of powerful outbound calling solutions designed to help companies achieve greater sales volumes while reducing their costs.

- **Pre-sales Follow-up Calls**
- **Post-sales Follow-up Calls**
- **Service Follow-up Calls**
- **Appointment Setting**
- **Event & Service Reminders**
- **Lead Generation/Qualification**
- **Customer Satisfaction/Marketing Surveys**
- **Custom Calling Campaigns**

“We believe working with Alliance Customer Service Center is an excellent investment. They represent our company professionally and handle our calls with the dedication and respect we deserve. As a result of their work, we see an increase in both sales and customer satisfaction. The additional bikes ACSC helps sell more than pays for their services.”

[Nick Heitman
Killeen Power Sports]



Why ACSC?

A call center is only as good as the technology and people that support it. ACSC possesses the expertise, systems and methodologies to maximize every contact for superior results and unsurpassed value.

Flexible, Customized Solutions

At ACSC, we realize your company, and your needs, are unique. That's why each of our calling solutions is customized to fit your company's individual needs and goals. Our team of experienced professionals will work with your staff to design and develop the right program to achieve your desired results.

Knowledgeable, Professional Staff

We succeed by screening our applicants carefully, providing extensive on-going training for our staff, offering competitive wages and benefits, and by setting goals to go "above and beyond" for our customers. ACSC's customer service representatives possess excellent conversation skills and convey a high-level of energy to deliver the maximum level of care to each and every call we deliver on your behalf.

Proven Approach

Unlike other call centers, ACSC employs a conversational calling methodology consisting of open-ended, probing questions. This proven approach delivers superior results compared to those obtained by companies using calling scripts.



Automotive/Powersports Solutions

Since 2002, ACSC has worked with a number of successful dealerships on a daily basis to improve total customer satisfaction and increase profitability. ACSC utilizes information from your sales productivity tools and dealer management systems to contact your customers and prospects to learn more about their experiences and perceptions of your dealership and to drive additional business.

Let ACSC improve your dealership sales and customer retention with:

- Daily Traffic Log Follow-up Calls
- Daily Service Log Follow-up Calls
- 14 Day & 17 Month CSI Calls
- Customized Survey Calls
- Service Reminder Calls
- Promotional Calls



Benefits



Improved Customer Loyalty & Satisfaction

Implementing an ACSC calling solution creates unparalleled customer satisfaction and empowers you to cultivate stronger, more profitable relationships with your customers and prospects.

Increased Employee Productivity

By leaving your calling campaigns to the experts at ACSC, you can reduce the strain on your own infrastructure and allow your employees to focus on what they do best. We will apply our proven processes, highly skilled people and leading technology platforms to professionally and efficiently manage your calls.

Scalability & Reduced Costs

ACSC offers a cost-effective and flexible way to communicate with your customers and prospects without the need to build and manage your own outbound calling infrastructure.



Alliance Customer Service Center has answered my seasonal demand requirements. They are able to adjust easily to the volume of my dealerships. They help my company save on labor costs throughout the year. They have also collected reliable data that allowed us to identify specific ways we could improve our sales, marketing and customer service processes to strengthen our revenues.

[Earl Small
Earl Small's H-D, H-D of Cartersville
and Carolina Honda]



#228 Strand Street | Frederiksted | St. Croix | U.S. Virgin Islands 00840
Local: [340] 713-3170 | Toll-Free: [877] 772-3131 | Fax: [340] 772-3102
<http://www.ampservice.net>